



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *FC*
Bureau of Communications and Computer Services

DATE: June 11, 2002

SUBJECT: Orientation for new Telecommunications Coordinators

The Central Management Services (CMS), Division of Telecommunications is offering a half-day orientation for new Telecommunications Coordinators. This orientation will provide basic information regarding products and services available through this agency. Attendance will enable new Coordinators to more effectively utilize CMS to achieve their agency's telecommunications goals.

TELECOMMUNICATIONS ORIENTATION:

Date: July 11, 2002
Time: 9 a.m. to 12 p.m.
Location: Capital City Center
130 West Mason Street, Room 202
Springfield, Illinois 62702

ORIENTATION TOPICS:

- The role of Telecommunications Coordinator
- The role of the Communications Systems Specialist (your agency's CMS representative)
- Standard and unique products and services
- The voice and data ordering processes
- Order forms completion
- Routine versus non-routine orders
- Important contacts
- Understanding the billing process
- Cellular
- Division of Telecommunication web site
- BCCS Online Catalog

To register for the orientation, contact Sarah Zervas at (217) 524-2159. Space is limited and registrations will be accepted through July 3, 2002 on a first come, first-served basis.

FC:mc